

How to Load a Gold Price Update

Your step-by-step guide to keeping your pricing data current

1. OVERVIEW

- ✓ Each price update includes information for one manufacturer only, so you may receive multiple updates — just load each one separately.
- ✓ You can run updates from any Gold screen (Windows or Classic).
- ✓ When a new price update is available, you'll get an email notification letting you know that it will soon be transferred directly to your server.
- ✓ Once the transfer is complete, you'll receive a second email confirming that the update is ready to load. This message will also include the update filename.
- ✓ If you don't receive the transfer confirmation within two working days of the first email, check your spam or junk folder before contacting Ibcos Support.
- ✓ If you'd like to change which email addresses receive update notifications, please contact office_admin@ibcos.co.uk or use the link at the bottom of the confirmation email.
- ✓ Should you experience any issues processing a price update and need the data resent, you can request it again using the link in your confirmation email.

Below is an example of a confirmation email:

This email is to let you know that a price update has been transferred to your system.

This price update is for **Manufacturer**.

When loading this price update in Gold the required filename is **MANUF**

If you need to load this price update against multiple prefixes then you should ensure that at the end of the update you leave the option for 'Tidy Up Price File' set to No. If required the file can be requested again from the link below.

Online assistance with loading this update, can be found as below:
Goto <https://www.ibcos.co.uk/>
Click on 'Customer Portal' at the top
Click on 'Self Help' at the top
Click on 'Product Fact Sheets'
Locate 'Price Update Instructions' located within the part category

Please note, the instructions above were originally written for loading a price update from CD. However, the only significant difference is that you select 'Hard Disk' as the Media Type and then you will need to enter the filename from above.

Regards,
Ibcos Support

In the event that you have had a problem processing this price file and need the data again, you can request it be resent [here](#).

If you want to change who receives this email then you can update your notifications [here](#).

2, PERFORM A PRICE UPDATE

Gold lets you update prices while everyone is still logged in, so there's no need to interrupt other users. The questions that appear are tailored to your specific franchise, and the default answers are already set to give you the best results.

In Gold, navigate to
Parts Control > Supplier / Pricing / Reordering > Price Update

1. Select **Immediate Update** or **Deferred Update**, depending on when you want to apply the changes. Then choose Hard Disk as the media type.

A screenshot of a software interface showing a dropdown menu for selecting an update option. The menu is open, displaying four options: 'Immediate update' (highlighted in blue), 'Deferred update', 'Transfer New Prices', and 'Percentage'.

Option	Description
Immediate Update	Update new prices straight away
Deferred Update	Puts the new prices into the New Net-t/R.R.P. fields on the parts file
Transfer New Prices	Updates prices from the New Nett/R.R.P. fields to the live system
Percentage	Update selected prices by a specified percentage

2. If the effective date shown is in the future, double-check that you really want to continue before proceeding.
3. Enter the **Update Name** - this can be found in the second email you received about the update.
4. Enter the **Prefix** you want to update.

A screenshot of the 'Immediate update' dialog box. The window title is 'Immediate update'. It contains several fields and options:

- Update Name:** SDF (Full)
- Parts:** 203,692
- Prefix:** (empty text box)
- Product Group From:** (empty text box)
- Update 'Special Price' RRP:** No (dropdown)
- Roll back Opti-parts:** No (dropdown)
- Update Part Description:** No (dropdown)
- Decrease Retail Price if QOH:** Yes (dropdown)
- Update Cost Price:** (empty text box)
- Currency on update:** GBP (dropdown)
- Equivalent currency:** GBP (dropdown)
- Cost Conversion Rate:** (empty text box)
- Retail Conversion Rate:** (empty text box)
- Update Alternative Parts File:** No (dropdown)
- Supplier A/c.:** (empty text box)
- Print Report:** No (dropdown)
- To:** (empty text box)
- Update manually set POS prices:** (empty text box)
- Ignore missing memo parts:** (empty text box)
- Prepared:** 03-Aug-21

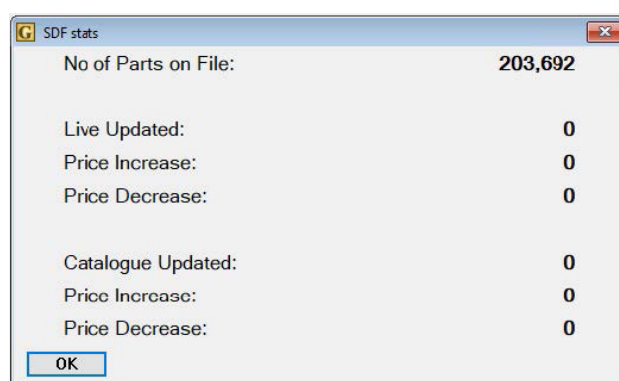
 At the bottom are buttons for 'OK', 'Cancel', and 'Options'.

5. Adjust any other settings as needed, then select **OK** to continue. For more details on each option, you can open the Gold Help manual by pressing **F1** or clicking the **Green Book Icon**.

6. The update will now run. This may take a few minutes, depending on the number of parts. You'll see progress displayed on screen, with ascending numbers showing live parts and catalogue updates.

7. When the update is complete, you'll see **Update Statistics**, showing:

- The total number of parts in the update
- How many live and catalogue prices were updated
- How many parts had price increases or decreases



8. You'll then be asked: **Tidy Up Price File?** Select **Yes** to delete the update file from your server. Select **No** to keep the file in case you need to run the update again (for example, for an additional prefix).

3. USEFUL INFORMATION



Support Number:
+44 (0) 1202 714200
Press Option 1



Support Email:
support@ibcos.co.uk



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